

Customer Satisfaction Report

For the Period 7/1/2005 to 9/30/2005

Survey information by Division for CIT Surveys

Snapshot Date: 10/3/2005

Were the Consultant(s) Courteous?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
No	31	2	3	0	36
Yes	1201	15	35	71	1322

Did the Consultant(s) Understand the Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
No	35	2	4	0	41
Yes	1,197	15	34	71	1,317

Was the Problem/Request Resolved in a Timely Manner?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
No	17	2	4	0	23
Yes	1,215	15	34	71	1,335

Did You Feel that You Received Effective Support from All the Consultants Who Handled Your Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
No	7	1	0	0	8
Yes	1,225	16	38	71	1,350

Was the Problem/Request Resolved to Your Satisfaction?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
No	43	1	5	3	52
Yes	1,189	16	33	68	1,306

How Would You Rate Your Overall Customer Experience?

"Completely Dissatisfied", "Somewhat Dissatisfied", "Satisfied", "Very Satisfied" or "Excellent" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
Completely Dissatisfied	9	1	0	0	10
Somewhat Dissatisfied	22	1	3	0	26
Satisfied	72	0	7	6	85
Very Satisfied	213	3	10	17	243
Excellent	916	12	18	48	994

DCS

Number of Surveys Sent During Period: 21,866

Number of Surveys Returned: 1236

Rate of Return: 5.60 %

DCSS

Number of Surveys Sent During Period: 567

Number of Surveys Returned: 17

Rate of Return: 2.90 %

DECA

Number of Surveys Sent During Period: 748

Number of Surveys Returned: 38

Rate of Return: 5.00 %

DNST

Number of Surveys Sent During Period: 1,824

Number of Surveys Returned: 71

Rate of Return: 3.80 %